

Tell Us What You Think

At Incite Solutions Group, we value your feedback as it helps us continually improve what we do.

When something doesn't go right, we promise to listen objectively, review the issue and provide you with a timely response. We're driven by our core values of openness, impartiality, confidentiality, accessibility, completeness, equity and sensitivity – so we'll always take your feedback seriously. And when you're impressed with our services, please tell us! Your compliments motivate us to keep getting better.

Making a complaint

Talk to us

We encourage you to phone or email us as soon as possible about your concern or complaint. The sooner we know, the quicker we can resolve it.

We'll investigate

Sometimes, a complaint is complex or requires a detailed review. If this is the case, we may ask you to provide us with a letter or email outlining your concerns so we may investigate the matter comprehensively. We'll also check with you what outcome you are seeking and keep a record of your complaint.

We'll keep you updated

When you make a complaint we'll acknowledge it and make sure we understand the issue/s. We'll also keep you informed of our progress as we investigate.

By when?

Our aim is to resolve the issue and provide a final response to you within 30 days. If we are unable to meet this timeframe, we will let you know why and offer you the option to contact the relevant regulatory body.

Help us thrive by telling us what you think – talk with your consultant or one of our managers today. Email us on contactus@incitesolutions.com.au or phone 9414 1800.



Providing Feedback

Regular opportunities

We will seek feedback from you during, and at the completion of, your rehabilitation program or service. However you are welcome to provide feedback about your experience at any time.

Let us know

Feedback can be provided directly to your consultant or another staff member, via telephone, or by completing one of our feedback forms.

If you prefer email

You can provide your feedback via an email to contactus@incitesolutions.com.au

Speak to a Manager

We're always happy to talk with you and hear about your experience, so phone and ask for one of our managers on 9414 1800.

